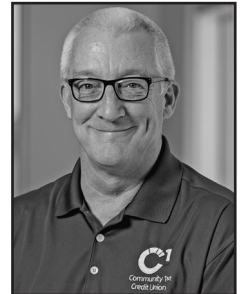


# The Connection

## Letter From The President/CEO

I'm happy to report we're off to a great start in 2022! We are proud to be your credit union and plan to have another record year of growth. We couldn't do it without you, our loyal members. Thank you for allowing us to be your trusted financial partner.

The annual board meeting was held January 24th, and we're pleased to announce the re-election of D. David Boyer, Ottumwa and Tim Elliott, Washington to our board of directors. We also announced a new board member, Sandra Wirfs of Ottumwa nominated by the nominating committee to join the Board of Directors in 2022. The C1st board of directors is a team of dedicated and passionate people. I'd like to extend a special thank you to them, as they serve as nonpaid volunteers and spend countless hours serving C1st.



**Greg Hanshaw**  
President & CEO

**What's new at C1st?** We're pleased to announce plans for a new branch facility in Shenandoah, slated to open by the end of the year. The newest, full-service C1st branch will be located at 603 S Fremont St., across the street from Walmart. Plans are coming together quickly. The new branch announcement is timely, as HomeTown Credit Union merged with C1st on Monday, March 7, 2022. This is an exciting opportunity for us to serve even more of western Iowa. The new, conveniently located branch facility will allow us to offer all of our products and services to everyone in Shenandoah and the surrounding area. We are committed to the Shenandoah community and we can't wait to serve them in our new facility.

**At C1st, our mission is to help our members achieve financial success.** We want to say yes, and we develop programs to help you get there. We want to be your trusted guide and partner throughout your financial journey. We encourage you to take advantage of our financial education resources. Whether you're opening your first checking account or shopping for your first home, when you're looking to grow your financial understanding, our education programs and resources are here to help you. Go to [c1stcu.com](http://c1stcu.com) and click on Community, then Financial Education. In 2021, C1st provided financial education courses either in-person or online to 2,800+ local students and adults through established partnerships with local schools, colleges and community organizations.

**At C1st, we invest in you.** Did you know....in 2021 we rewarded our members \$1.6 million in the form of dividends and cash-back from our C1st Rewards Program? Our rewards program pays you for banking with us. You can earn cash-back or dividends, depending which one is most important to you. The accounts have no monthly maintenance fees and no minimum balance. They also come with nationwide ATM withdrawal refunds. To qualify, we ask that you do a few simple things you may already be doing, including using a debit card, receiving eStatements and utilizing digital banking. Your checking should be paying you. Visit [c1stcu.com](http://c1stcu.com) for more details.

Thank you for your confidence in us. We appreciate your support and loyalty. Together Is Better.

A handwritten signature in cursive script that reads "Greg Hanshaw".

Greg Hanshaw, President/CEO



HomeTown Credit Union, located at 301 Maple Street in Shenandoah, merged with Community 1st on Monday, March 7, 2022.

This marks 21 C1st locations serving 18 communities in Iowa, and is an exciting opportunity for us to serve even more of western Iowa.

# April Is Credit Union Youth Month

"Save Small. Dream Big at your credit union, and one day you may have enough to fulfill a financial dream!" is the official theme of this year's National Credit Union Youth Month. The bottom line is that big dreams get kids excited about working towards their goals. When kids dream big, they get pumped up about the things that they need to. That kind of excitement makes them more willing to dig in and do the hard work that they need to do in order to get there. At C1st, we want to encourage our younger members to develop healthy financial habits by making saving fun and exciting. Visit Community 1st Credit Union during the month of April 2022 and help us celebrate with the following activities for Dollar Dog members.

## EARN DOUBLE DOGGIE DOLLARS FOR EVERY \$10 DEPOSIT MADE INTO A DOLLAR DOG ACCOUNT DURING THE MONTH OF APRIL!

Maximum deposit of \$100 (20 doggie dollars) per child per day.

## ENTER TO WIN A FAMILY 4 PACK OF TICKETS TO ADVENTURELAND PARK IN DES MOINES, PLUS PARKING!

To enter, have your Dollar Dog member draw us a picture or tell us in words what their big dreams are, or what they are working hard to save for right now! Don't forget to fill in the contact information below and bring it to your local branch to enter by Saturday, April 30 or email it to [Marketing@c1stcu.com](mailto:Marketing@c1stcu.com) if you are not able to come into a branch.

Limit one entry per child. Official rules and regulations apply. Five (5) separate winners will be chosen at random and will be contacted the second week of May.

**SAVE SMALL  DREAM BIG**  
*at your credit union™*

**Kids 12 & Under! Draw us a picture or tell us in words what your big dreams are, or what you are working hard to save for right now!**

**Bring this completed entry form to your local branch to enter by April 30.**

Child Name: \_\_\_\_\_ Child Age: \_\_\_\_\_ Local Branch: \_\_\_\_\_  
Parent Name: \_\_\_\_\_ Address: \_\_\_\_\_  
Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

## Annual Error Resolution Notice

### In case of errors or questions about your electronic transfers:

Please call us at **866.360.5370**, write us at **1100 Hutchinson Ave. Ottumwa, IA 52501** or email us at [memberservice@c1stcu.com](mailto:memberservice@c1stcu.com) if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt. We must hear from you no later than 60 days after we sent the FIRST statement on which the problem or error appeared. Please include:

1. Tell us your name and account number (if any).
2. Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.
3. Tell us the dollar amount of the suspected error.

If you tell us orally, we may require that you send us your complaint or question in writing within 10 business days.

We will determine whether an error occurred within 10 business days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days to investigate your complaint or question. If we decide to do this, we will credit your account within 10 business days for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within 10 business days, we may not credit your account. For errors involving new accounts, point-of-sale, or foreign-initiated transactions, we may take up to 90 days to investigate your complaint or question. For new accounts, we may take up to 20 business days to credit your account for the amount you think is in error.

We will tell you the results within three business days after completing our investigation. If we decide that there was no error, we will send you a written explanation. You may ask for copies of the documents that we used in our investigation.

## C1st Rewards Checking

Say goodbye to points and hello to cash. If you prefer online banking and use a debit card, you could qualify for some serious cash. **With a C1st Rewards Checking, you could earn 3.00% APY\* on balances up to \$15,000 –OR– get up to 3.00% on debit card purchases of \$300 or less when qualifications are met.** And with each account, you'll enjoy unlimited nationwide ATM fee refunds when requirements are met. Both checking accounts are free, and require no minimum balance.

### Reward YOURSELF

#### C1st Cash

Earn

**3.00%\*** APY

On balances up to \$15,000  
when qualifications are met.

#### C1st Cash Back

Get up to

**3.00%\***

On debit card purchases  
of \$300 or less when  
qualifications are met.

**Whether you're a saver or a spender, we've got you covered.**  
Plus, both accounts are free\* and require no minimum balance.

**Learn More Online! [c1stcu.com/rewards](http://c1stcu.com/rewards)**

\*WHEN QUALIFICATIONS ARE MET: You will receive unlimited nationwide ATM fee refunds and either a premium rate OR cash back on qualifying debit card purchases, depending on your account. C1st Cash: 3.00% APY will be paid on the portion of daily balance of \$15,000 or less. Portion of daily balance over \$15,000 earns an interest rate of 0.15%, resulting in an APY of 3.00% to 0.45%, depending on the balance. The Annual Percentage Yields (APYs) are accurate as of the last dividend declaration date and subject to change without notice. C1st Cash Back: 3.00% cash back up to a total of \$300 in PINbased and signature-based debit card purchases that post and settle to the account during that cycle period. Maximum cash back of up to \$9.00 per monthly qualification cycle. ATM transactions do not qualify. **MONTHLY QUALIFICATIONS FOR BOTH ACCOUNTS:** At least 12 debit card purchases posted and settled per qualification cycle, receive monthly eStatements, access digital banking at least once per qualification cycle. **IF QUALIFICATIONS ARE NOT MET:** ATM fees will not be refunded. **For C1st Cash:** Entire balance will earn 0.03% APY. **For C1st Cash Back:** You will not receive cash back on your debit card purchases. **QUALIFICATION CYCLE:** To qualify, all transactions must post and clear your account during the monthly cycle which is defined as the calendar month; beginning on the first day of the current calendar month through the last day of the current calendar month.

## 1st-Time Home Buyers!

Buying your first home is likely something you'll never forget. And if you are about to buy your first home, Community 1st Credit Union has an awesome special for you! **Right now, first-time home buyers could qualify for up to \$5,000 toward their down payment with our assistance program!** We also offer quick processing and local, helpful lenders.

Apply online or in person and make your first home purchase better with C1st. Get details at [c1stcu.com/FTHB](http://c1stcu.com/FTHB). Some restrictions apply. Loans are subject to credit approval.

### Your 1<sup>st</sup> Home!

#### First-Time Home Buyers

Qualify for up to **\$5,000**  
toward your **down payment**  
with our **assistance program**.\*

**And make it even better!**

- Local, helpful team
- Mortgage education assistance
- Quick processing

**Get details, apply today!**

**Apply Online! [c1stcu.com/FTHB](http://c1stcu.com/FTHB)**

\*5% down payment assistance program is for single family/primary residences and is available to first-time home buyers with low to moderate household incomes. (If you haven't owned a home in the last three years, you are considered a first-time home buyer.) \$5,000 maximum down payment assistance. Offer available now until as long as designated funds are available. Payment example: For a \$100,000 in-house mortgage loan, with a term of 15 years and a 3.906% Annual Percentage Rate (interest rate of 3.750%), the monthly principal and interest payment would be \$727.22. Subject to credit approval and program qualifications. Some restrictions apply.

## C1<sup>st</sup> Branch Locations

**Albia:** 1420 S. Clinton St.

**Atlantic:** 200 Maple St.

**Bloomfield:** 301 E. Franklin

**Cedar Rapids:** 1030 Sierra Drive NE

**Centerville:** 999 N. 18th

**Chariton:** 1934 Court Ave.

**Creston:** 205 E. Taylor St.

**Fairfield:** 2501 W. Burlington

**Grinnell:** 205 West St.

**Indianola:** 300 S. Jefferson Way

**Knoxville:** 1008 W. Bell Ave., Suite 103

**Mount Pleasant:** 1800 E. Washington St.

**Osceola:** 714 W. McLane St.

**Oskaloosa:** 1311 A Ave. West

**Ottumwa Venture:** 1940 Venture Dr.  
(Walmart)

**Ottumwa Penn:** 739 Pennsylvania Ave.

**Ottumwa Richmond:** 235 Richmond Ave.

**Ottumwa JBS (JBS Employees Only):** 600 S.  
Iowa Ave.

**Pella:** 500 Main St.

**Shenandoah:** 301 Maple St.

**Washington:** 303 S. 2nd Ave.

**Apply Online:** [c1stcu.com](http://c1stcu.com)

**Toll Free:** 866.360.5370

**Email:** [memberservice@c1stcu.com](mailto:memberservice@c1stcu.com)

**TEXT:** 641.638.5015

This credit union is federally insured by  
the National Credit Union Administration.



## Annual Meeting Results



Community 1st Credit Union is pleased to announce the re-election of D. David Boyer, Ottumwa, and Tim Elliott, Washington. C1st also announces new board member, Sandra Wirfs of Ottumwa, who joins the Board of Directors in 2022. Each elected board member will serve a 3-year term.

The credit union held its annual meeting and board of directors' election Monday, January 24th at their headquarter facility on Hutchinson Ave in Ottumwa along with a virtual option for membership and staff to join.

Boyer, a resident of Ottumwa and Tool & Die maker at John Deere Ottumwa Works was re-elected Monday night to serve another 3-year term on the C1st Board of Directors. Dave, long time member of C1st, has served on the Board of Directors since 1955. Dave is currently a member of the credit and nominating committee and is the membership officer.

Elliott, a resident of Washington, Iowa and current Owner | Broker at Elliott Realty Group was also re-elected Monday night to serve another 3-year term on the Board of Directors for C1st. Tim has served on the board since 2016 and is currently the board chairman. He is also a member of the board executive & asset-liability committees.

Community 1st welcomes Sandra Wirfs to the C1st board of directors. A resident of Ottumwa, and Workforce Advisor at Iowa Workforce Development, Sandra has been a member with C1st since 2015. She enjoys volunteering in the community. Currently, she is the Ottumwa LULAC377 Vice President.

The three are joined by vice-chairman Jason Eubanks, of Ottumwa, secretary Courtney Jones, of Ottumwa, chief financial officer Bianca Myers, of Ottumwa, Anne Leathers, of Ollie, IA, Rex Stewart, Drakesville, IA, and John Mayberry, of Bloomfield.

C1st board members serve as non-paid volunteers and are responsible for directing the credit union in accordance with state and federal regulatory fiduciary responsibilities. They also ensure the financial needs and expectations of the credit union membership are being addressed and met. They are required to complete a variety of continuing education courses, attend regular monthly meetings, and serve on one or more committees.

## Protect Yourself From Scams



Attention Members! Please remember your financial security is our top priority. At C1st, we will never call or text you asking for your debit card information (debit card number, pin, or CVV code). If you get a call or text claiming to be from C1st and you're questioning it, hang up, call us back on a number you know to be ours, and ask the representative if someone is truly trying to contact you regarding your debit card. Should you have questions or concerns, please call us at [1.866.360.5370](tel:18663605370) or email us at [memberservice@c1stcu.com](mailto:memberservice@c1stcu.com).

## FLEX Home Equity Line Of Credit

It's on the house! Using your home's equity is a great way to borrow money at a low cost. With our FLEX Home Equity Line of Credit, you'll get two opportunities to lock in rates and an unbeatable intro rate! Don't wait to get those spring and summer projects completed! Stop in or apply online today at [c1stcu.com/HELOC](http://c1stcu.com/HELOC).

# It's on the HOUSE!

Get a FLEX Home Equity Line of Credit

**1.00%\*** APR then **3.50%\*** APR

6-Month Intro Rate      Based on WSJP + 0%

\*Introductory rate offer is effective as of 03/21/2022 and subject to change at any time. Offer is available for new home equity lines of credit (HELOC) for owner-occupied, single-family residential properties. (Current loans must be from another financial institution to refinance.) After the initial 6 months, the APR will become variable. Currently the fully indexed rate after introductory period is 3.50% APR (WSJP + 0%) and is based on a minimum credit score of 740 and up to 90% Loan to Value (LTV). Other rates and terms apply based on the credit score and LTV. Maximum APR is 18%. The monthly payment will be 1.5% of the principal balance of the loan (applied to principal and interest, \$100 minimum payment). The member has the option of choosing up to 2 fixed-rate lock requests at our disclosed rate for a period of 5, 10 or 15 years. Closing costs range from \$0 (for new HELOC with \$10,000 minimum initial advance) up to \$720 (for existing HELOC or those with less than \$10,000 initial advance) plus appraisal fees which may range from \$495 to \$650. This special offer requires a minimum draw of \$500. Limited-time offer. Property insurance required. Subject to credit approval and qualifications. Consult a tax advisor regarding the deductibility of interest.